

Deliverable for the Period June 2002
107.1.2b Facilities Management Support Monthly Status Report

Based on the start-up experience in Union Center Plaza during the month of June 2002, the following issues have been addressed:

Item	Comments
Lease Management	<ul style="list-style-type: none"> • Raised issue with QWG, GSA and Lessor concerning inadequate vehicle access to loading dock during construction of UCP5. • Held further discussions with GSA, Office of Management, Facilities Services (OM FS) and Lessor in an attempt to resolve issues related to current and future vehicle access issues. Currently GSA is working on obtaining a document for review from the lessor that addresses this area of concern.
Facilities Management Policies	<ul style="list-style-type: none"> • Developed white paper concerning FSA vs. QWG responsibilities for various facilities management activities. • Suggested changes to the Department of Education's proposed Space Management Policy Directive.
Mail Management	<ul style="list-style-type: none"> • Clarified policy concerning Mailroom role in receipt and dispatch of FedEx and other delivery services' packages. • Suggested changes to the proposed Department of Education's Mail Management Directive.
Building Operations	<ul style="list-style-type: none"> • Researched, prepared and submitted concept plans for the following reconfiguration projects: <ul style="list-style-type: none"> ○ Career Zone build out on the 7th floor. ○ Conversion of 8111 into a conference room and file storage room. ○ VTC facilities modifications for six conference rooms. ○ Conversion of two offices into a single office for Victoria Edwards.

Item	Comments
	<ul style="list-style-type: none"> ○ Reconfigured Analysis workspaces and worked with staff to modify original concept plan. ○ Creation of workspace for CIO Help Desk staff on the 9th floor. ○ Remote indicators for 9th floor network control room. • Developed and submitted a revised Concept Plan/Scope of Work for the ground floor Training Center as Schools and FSA University staffs refined their requirements. Took actions that expedited the start up time for the Base Electric part of the project. • Recommended that the Help Desk, which was scheduled for a move to the 9th Floor of UCP3 stay in place. Negotiations with the parties involved were successful and the decision was made not to move them. This suggestion saved an estimated \$46,000. • Worked with contractor to identify lighting systems that can be employed in workstations without sufficient candlepower. A desk light has been identified for this purpose and is on order. If effective, it will be used for several workstations that have this problem. The only other alternative is to extend the overhead fixtures at a much higher cost. • Arranged for changes to 19 workstations on an emergency basis to accommodate two contractors per unit. • Requested that the Department of Education provide offsite storage for FSA. Currently, it is non-existent and has greatly hampered our ability to handle and store larger shipments. According to ED, that space should be available for FSA sometime in October 2002. • Expedited the equipping of 102F4 to accommodate a handicapped employee. • Worked with contractor to replace missing

Item	Comments
	<p>systems furniture components throughout the building.</p> <ul style="list-style-type: none"> Assisted FSA CIO research the equipping of the 11th floor executive conference room with audiovisual equipment. Oversaw installation of the Lobby Monitor, electrical service and control cable conduit. Worked with Help Desk Employees and FSA staff to arrange for installation of cable TV for the Lobby Monitor. Expect installation to be completed by mid-August 2002. Worked with QWG representative and GSA to resolve continuing cleaning/janitorial issues. Suggested a change in the daytime cleaning schedule to improve the cleanliness of restrooms. Obtained revised pricing information for estimating systems furniture costs. Assisted in the resolution of the issue concerning initial issuance of keys to FSA spaces by the Lessor. Developed plan and prepared/submitted procurement request for flip charts and other conference room supplies. Managed the e-Scheduling program, resolved issues with schedule conflicts, provided one-on-one and group training on e-Scheduling operations, served as the FSA resource person for e-Scheduling and acted as a one-man "e-Scheduling Help Desk". Transitioned management of the meeting room e-Scheduling process to a FSA employee. Assisted with the coordination and execution of the audible fire alarm demonstration and actual building evacuation drill conducted by GSA and the Lessor.
Reproduction Facilities	<ul style="list-style-type: none"> Researched and developed supply lists and submitted procurement request for toner and other supplies for the color copier.

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	<ul style="list-style-type: none"> Resolved a number of operational issues with the QWG Copy Center COTR concerning the copy center and its ability to meet FSA priority requests for copies. Arranged for repairs to Color Copier and established a new and more workable maintenance process. Provided information to the purchasing unit for cost of extending maintenance for color copier. Provided budget formulation data on FY 2003 cost of color copier maintenance and supplies.
Health Care	<ul style="list-style-type: none"> None new.
Personal Property Management	<ul style="list-style-type: none"> Recommended that FSA copiers in UCP3 need to be inventoried and each should have a key operator designated to help reduce downtime and improve overall productivity. That inventory was recently completed. We will be using the information from it to update property records and to produce placards that will be placed on each machine identifying who is responsible for supplies and service calls.
Miscellaneous Facilities Management Processes	<ul style="list-style-type: none"> Setup and coordinated workspace, telephones, network connections, and workspace modifications for a number of outside audit teams assigned to CFO projects. Refined Training Center budget and presentation to ease understandability. Worked with FSA Managers to establish priorities for facilities reconfiguration requirements. Provided revised cost estimates to budget personnel. Suggested that our contact at OM FS, Chip Lacey, set up a meeting with the cleaning contractor for UCP3 to correct the deficiencies in cleaning of the restrooms, cove base and vinyl floors. Expect that meeting to occur in the near future.

Item	Comments
	<ul style="list-style-type: none"> • Produced a folder containing status of projects, who to call for what, access to electronic files and hard copy files, etc. This will serve as a resource for the next FSA Facilities Manager. • Performed a study of the Help Desk to see what could be done to expedite response to building service requests. Made the following recommendations: 1) Issue updated procedures for the Help Desk describing all the steps taken to satisfy service requests and a process that will help keep Help Desk employees updated on status; 2) Improve communications between the Service Provider, Help Desk Staff and the Management of OM FS by holding regular meetings to discuss problems, etc. • Established a weekly email project follow up system with QWG. • Held meeting with FSA staff regarding the following projects: <ul style="list-style-type: none"> ○ Executive Lighting ○ Training Center ○ 11th Floor Executive Conference Room ○ Cable TV Installation ○ 81I1 Conference Room ○ 81K1 & 81K2 Consolidation ○ COO A/V Project, 11th Floor Conference Room ○ Analysis Project, convert workstations to conference room and provide storage for library ○ Career Zone Move ○ DRCC – establish 15 workstations for contractors ○ Door Swings Wrong Way, 114F1

Item	Comments
	<ul style="list-style-type: none"> ○ 5-VTC Conference Rooms ○ Install Cable TV for Lobby Monitor ○ Find Office for Handicapped Employee ○ Move of Help Desk ○ Offsite Alarms for NCC ○ Recycling Program